

Province: Municipality(WC034) - Schedule of Service Delivery Standards Table 2017/2018

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)	Weekly	
Premise based removal (Business Frequency)	Twice a week	
Bulk Removal (Frequency)	Weekly (Infanta, Matagas) Transfer stations	
Removal Bags provided(Yes/No)	Yes	
Garden refuse removal Included (Yes/No)	No garden refuse collection service	
Street Cleaning Frequency in CBD	Daily and week-ends	
Street Cleaning Frequency in areas excluding CBD	Monthly	
How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours	
Cleaning of illegal dumping (24hours/48hours/longer)	Longer	
Recycling or environmentally friendly practices(Yes/No)	Yes	
Licensed landfill site(Yes/No)	Yes - Permit Reg. B33/2600/S/JP/171 27 March 1995	
Water Service		
Water Quality rating (Blue/Green/Brown/NO drop)	Blue Drop 85, 16% Green Drop 41% No Drop 0	
Is free water available to all? (All/only to the indigent consumers)	All households	
Frequency of meter reading? (per month, per year)	Monthly	
Are estimated consumption calculated on actual consumption over (two month/s/three month/s/longer period)	Three months	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months	
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)	Within 8 hours	
Up to 5 service connection affected (number of hours)	Within 8 hours	
Up to 20 service connection affected (number of hours)	Within 8 hours	
Feeder pipe larger than 800mm (number of hours)	N.A.	
What is the average minimum water flow in your municipality?	1,5 Ml / Day	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes	
How long does it take to replace faulty water meters? (days)	Within 5 days	
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No, but the alkalinity and acidity of water is controlled at the Water Treatment Works	
Electricity Service		
What is your electricity availability percentage on average per month?	99% depending on load shedding	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes, but it need to be updated	
How much do you estimate is the cost saving in utilizing the ripple control system?	Less than 10% - Consumers to have timers on their geysers	
What is the frequency of meters being read? (per month, per year)	Monthly	
Are estimated consumption calculated at consumption over (two month/s/three month/s/longer period)	Three months	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	3 Hours	
Are accounts normally calculated on actual readings? (Yes/no)	Yes	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No	
How long does it take to replace faulty meters? (days)	When it's reported the replacement will take place within 7 days	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes, monitoring of consumption	

How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Within 10 days where existing network is being used
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	5 Days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	5 Days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	10 Days, depending on the infrastructure
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Partially due to a lack of the correct number of process controllers
To what extend do you subsidize your indigent consumers?	Free
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	Within 4 hours
Sewer blocked pipes: Large pipes? (Hours)	Within 4 hours
Sewer blocked pipes: Small pipes? (Hours)	Within 4 hours
Spillage clean-up? (hours)	Within 4 hours
Replacement of manhole covers? (Hours)	Within 5 hours depending on the availability of funds
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	48 Hours after complaint was logged
Time taken to repair a single pothole on a minor road? (Hours)	72 Hours after complaint was logged
Time taken to repair a road following an open trench service crossing? (Hours)	Immediately to accessible standard - Tarring follows within 72 hours
Time taken to repair walkways? (Hours)	72 Hours after complaint was logged
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	As soon as interim valuation was completed
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)	Decrease
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days from date of statement if all the documentation are in order
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No
Administration	
Reaction time on enquiries and requests?	3 days
Time to respond to a verbal customer enquiry or request? (working days)	3 days
Time to respond to a written customer enquiry or request? (working days)	3 days
Time to resolve a customer enquiry or request? (working days)	3 days
What percentage of calls are not answered? (5%, 10% or more)	3 days
How long does it take to respond to voice mails? (hours)	3 days
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day

How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	None
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	20 minutes
How long does it take to renew a vehicle license? (minutes)	10 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	30 minutes
How long does it take to de-register a vehicle? (minutes)	10 minutes
How long does it take to renew a driver's license? (minutes)	30 minutes
What is the average reaction time of the fire service to an incident? (minutes)	10 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	15 minutes
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	40 minutes
Economic development	
How many economic development projects does the municipality drive?	None
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	None
What percentage of the projects have created sustainable job security?	Not applicable
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes, draft policy advertised for public comment
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	No
Are customers treated in a professional and humanly manner? (Yes/No)	Yes - Ratio Pele implemented, Code of Ethics implemented, Staff training.